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| **AGENCY** | | |
| Name: **OPTIMAL HEALTH CARE INC** | | Phone: **301-790-4962 ext.: 500** |
| Email: **nmoulick@ohc-inc.com** | | #800: **1 (855) 798-1898** |
| Office Address: **6 West Washington St., 2Nnd Floor, Hagerstown Maryland 21740** | | TTY: **1-800-955-8770** |
| Mailing Address: **8182 Lark Brown Road,**  **Ste. 202, Elkridge MD 21075** | | Language Line (# and code): |
| Website: | **www.ohc-inc.com** | |
| **ADDITIONAL OFFICE ADDRESSES** | | |
| **1050 W Industrial Blvd., Ste. 18**  **Cumberland MD 21502**  **1550 Deep Creek Dr., Unit G**  **McHenry MD 21541**  **8737 Brooks Dr., Unit 207**  **Easton MD 21601** | | |
| **WHAT IS YOUR PHILOSOPHY IN PROVIDING SERVICES?** | | |
| Our philosophy at Optimal Health Care Inc. is that our customers and their families are always in charge of their services. We believe that the people we serve should be the directors of their support services, outcomes, and goals; that each person’s dignity, values and rights must be respected to achieve satisfaction in life. In addition, the involvement of families and friends and community participation in an integrated setting is crucial to achieve a high quality of life. | | |
| **HOW LONG HAS YOUR AGENCY BEEN PROVIDING COORDINATION OF COMMUNITY SERVICES IN MARYLAND?** | | |
| Optimal Health Care Inc. was selected in February 2014 to be a provider of Coordination of community Services to DDA participants. Prior to this selection, Optimal Health Care Inc. has been providing services to Maryland Medicaid participants since 2009. Optimal Health Care personnel therefore have the expertise and knowledge about local resources vital to implementation of an effective Coordination of Community Services Program. | | |
| **WHAT MARYLAND COUNTIES DO YOU SERVE?** | | |
| The Optimal Health Care Inc. Coordination of Community Services Program provides services to participants in **all 24 counties** in the state (**Central, Southern, Eastern and Western Maryland regions**):  **Harford, Baltimore City, Baltimore, Howard, Anne Arundel, Montgomery, Prince George’s, Charles, Calvert, St Mary’s, Cecil, Kent, Queen Anne’s, Caroline, Talbot, Dorchester, Wicomico, Somerset, Worcester, Carroll, Frederick, Washington, Allegany and Garrett.** | | |
| **WHAT MAKES YOU UNIQUE?** | | |
| Optimal Health Care Inc. operates a Coordination of Community Services Program which, unlike other programs, combines the clinical experience of nurses with the broad knowledge of Coordinators of Community Services with experience in the field of human services in providing a holistic person-centered Coordination of Community Services approach. **Optimal Health Care Inc. takes pride in being a local company that hires coordinators from the community where they serve. Each individual served has a dedicated Coordinator who follows them through all phases of service.** | | |
| **DO YOU SPECIALIZE IN ANY SPECIFIC AREAS OF DEVELOPMENTAL DISABILITY? IF YES, PLEASE EXPLAIN.** | | |
| Coordinators of Community Services serving in the Optimal Health Care Inc. Case Management Program are trained to provide services to people in all categories of the Coordination of Community Services process. The program is specially designed to serve people with complex health needs. However, every Coordinator of Community Services possesses unique skills that set them apart from others and make them better at serving people with very specialized needs such as determining DDA eligibility, assisting individuals to apply for various State and Federal benefits, American Sign Language, unique needs of the Forensic population, and Autism Spectrum Disorders, among others. | | |
| **HOW DO YOU MATCH INDIVIDUALS WITH COORDINATORS?** | | |
| The Optimal Health Care Inc. Coordination of Community Services program manager is responsible for receiving each referral and contacting every person who is referred for services immediately. The Program Manager then collects information about individual preferences and provides this to the Coordinator of Community Services Supervisor who will assign a Coordinator of Community Services to the individual, based on the individual’s preferences. | | |
| **DO YOU PROVIDE REFERENCES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND FAMILIES TO CONTACT? IF SO, HOW DO I ACCESS?** | | |
| Optimal Health Care Inc. provides references to individuals upon request, within the guidelines of HIPAA regulations. Individuals and their families are encouraged to directly contact the Coordination of Community Services Program Director or the Program Manager to learn more about our services. Sample testimonials and systems improvement plans are posted on the company website periodically. | | |